UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

JASMIN VELAZQUEZ,)
Plaintiff)
V.	Case No.: 11-0263
NCO FINANCIAL SYSTEMS, INC.,) COMPLAINT AND DEMAND FOR) JURY TRIAL
Defendant) _) (Unlawful Debt Collection Practices)

COMPLAINT

JASMIN VELAZQUEZ ("Plaintiff"), by her attorneys, KIMMEL & SILVERMAN, P.C. alleges the following against NCO FINANCIAL SYSTEMS, INC. ("Defendant"):

INTRODUCTION

1. Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 et seq. ("FDCPA").

JURISDICTION AND VENUE

- 2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states that such actions may be brought and heard before "any appropriate United States district court without regard to the amount in controversy," and 28 U.S.C. § 1331 grants this court original jurisdiction of all civil actions arising under the laws of the United States.
- 3. Defendant conducts business and has its principle office in the Commonwealth of Pennsylvania and therefore, personal jurisdiction is established.

4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).

5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

PARTIES

- 6. Plaintiff is a natural person residing in Glendora, California, 91741.
- 7. Plaintiff is a "consumer" as that term is defined by 15 U.S.C. § 1692a(3).
- 8. Defendant is a national debt collection company with corporate headquarters located at 507 Prudential Road in Horsham, Pennsylvania, 19044.
- 9. Defendant is a "debt collector" as that term is defined by 15 U.S.C. § 1692a(6), and repeatedly contacted Plaintiff in an attempt to collect a debt.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

PRELIMINARY STATEMENT

11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties.

See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.

- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.
- 14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

FACTUAL ALLEGATIONS

- 15. At all relevant times, Defendant was attempting to collect an alleged consumer debt from Plaintiff.
- 16. The alleged debt at issue arose out of transactions, which were primarily for personal, family, or household purposes.
- 17. On or around January 27, 2010, Plaintiff received a correspondence addressed to her and mailed to her current address from Defendant. A true and correct copy of the January 27, 2010 letter is attached hereto as Exhibit "A".
- 18. Defendant's letter opens by stating; "Your Account May Be Credit Reported!"

 See Exhibit A.
- 19. Defendant's letter stated that it was seeking and attempting to collect a debt on behalf of AT&T in the amount of \$470.46. See Exhibit A.
- 20. Plaintiff has never had an account with AT&T, nor was she currently in a dispute with AT&T.
- 21. Defendant's letter continued by explaining to Plaintiff "to assure proper credit, please put our internal account number QOS102 on your check or money order." See Exhibit A.
 - 22. Plaintiff, fearing that her credit score would be damaged, retained counsel.
- 23. When counsel contacted Defendant, Defendant claimed that the January 27, 2010 correspondence was sent to the wrong address, despite the fact that it was clearly addressed to Plaintiff.
- 24. Additionally Defendant admitted to Plaintiff's counsel that the account number QOS102 was actually associated with a Telecom account.

25. Upon information and belief, Defendant sought to collect a debt from Plaintiff despite the fact that it had no knowledge of its validity.

26. Upon information and belief, Defendant acted with willful, reckless, negligent and wanton disregard for the Plaintiff's rights with the purpose of coercing Plaintiff into paying the alleged debt and that Defendant thereby caused Plaintiff harm.

CONSTRUCTION OF APPLICABLE LAW

- Durand, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." Russell v. Equifax A.R.S., 74 F. 3d 30 (2d Cir. 1996); see also Gearing v. Check Brokerage Corp., 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); Clomon v. Jackson, 988 F. 2d 1314 (2d Cir. 1993).
- The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).
- 29. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3rd Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc.,

869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public - that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. Clomon. 988 F. 2d at 1318.

COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 30. In its actions to collect a disputed debt, Defendant violated the FDCPA in one or more of the following ways:
 - a. Defendant violated of the FDCPA generally;
 - b. Defendant violated § 1692d of the FDCPA by harassing Plaintiff in connection with the collection of an alleged debt;
 - c. Defendant violated § 1692e of the FDCPA by using false, deceptive, or misleading representations or means in connection with the collection of a debt;
 - d. Defendant violated § 1692e(10) of the FDCPA by using false representations or deceptive means to collect or attempt to collect a debt;
 - e. Defendant violated § 1692f of the FDCPA by using unfair and unconscionable means with Plaintiff to collect or attempt to collect a debt;

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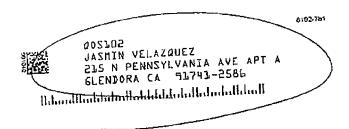
f. Defendant acted in an otherwise deceptive, unfair and unconscionable manner 1 and failed to comply with the FDCPA. 2 3 WHEREFORE, Plaintiff, JASMIN VELAZQUEZ, respectfully pray for a judgment as 4 5 follows: 6 a. All actual compensatory damages suffered pursuant to 15 U.S.C. § 7 1692k(a)(1);8 b. Statutor y damages of \$1,000.00 for each violation of the FDCPA pursuant to 9 15 U.S.C. § 1692k(a)(2)(A); 10 c. All reasonable attorneys' fees, witness fees, court costs and other litigation 11 costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and 12 d. Any other relief deemed appropriate by this Honorable Court. 13 14 **DEMAND FOR JURY TRIAL** 15 PLEASE TAKE NOTICE that Plaintiff, JASMIN VELAZQUEZ, demands a jury trial in 16 this case. 17 RESPECTFULLY SUBMITTED. 18 KIMMEL & SILVERMAN, PC. 19 20 DATED: 1:20-11 BY: Craig Thor Kimmel 21 Attorney ID # 57100 Kimmel & Silverman, P.C. 22 30 E. Butler Pike 23 Ambler, PA 19002 Phone: (215) 540-8888 24 Fax: 877-788-2864 Email: kimmel@creditlaw.com 25

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PO BOX 15630 DEPT 15 WILMINGTON DE 19850

A DESCRIPTION CONTRACTORISM CO

Calls to or from this company may be monitored or recorded for quality assurance.



NCO FINANCIAL SYSTEMS,INC.

507 Prudential Road, Horsham, PA 19044

800-379-5029 this prometive her OFFICE HOURS: ended www.outher 8AM-9PM MON THRU THURSDAY 8AM-3PM FRIDAY 8AM-12PM SATURDAY Jan 27, 2010

CREDITOR: AT&T CREDITOR'S ACCOUNT #: 5598182347645 REGARDING: PAST DUE BALANCE CURRENT BALANCE DUE: \$470.46

Your Account May Be Credit Reported!

Our records indicate that your balance of \$470.46 is due in full. It is our intention to work with you to resolve this collection account. However, subject to your dispute and validation rights provided below, if you fail to resolve this collection account, we may report the account to all national credit bureaus.

Returned checks may be subject to the maximum fees allowed by your state.

To assure proper credit, please put our internal account number QOS102 on your check or money order.

You may also make payment by visiting us online at www.neofinancial.com. Your unique registration code is CQOS1021-5DW892. To receive future notices for the account(s) by e-mail, visit www.ncofinancial.com for details.

Unless you notify this office within 30 days after receiving this notice that you dispute the validity of the debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice, this office will obtain verification of the debt or obtain a copy of a judgment and mail you a copy of such judgment or verification. If you request this office in writing within 30 days after receiving this notice, this office will provide you with the name and address of the original creditor, if different from the current creditor.

This is an attempt to collect a debt. Any information obtained will be used for that purpose. This is a PLEASE SEE IMPORTANT INFORMATION ON REVERSE SIDE PLEASE RETURN THIS PORTION WITH YOUR PAYMENT (MAKE SURE ADDRESS SHOWS THROUGH WINDOW) communication from a debt collector.

Our Account # Creditor's Account # Current Balance Due \$ 470.46 5598182347645 OOS102 JASMIN VELAZQUEZ Payment Amount

\$

Check here if your address or phone number has changed and provide the new information below.

Make Payment To:

lmHhlalalalaldmahladhdaaalldaadhlal NCO FINANCIAL SYSTEMS PO BOX 15391 WILMINGTON, DE 19850-5391

NCOP !

D11200040210220000000200000000000000478484



S 44 (Rev. 12/07, NJ 5/08)

The IS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

	RUCTIONS ON THE REVERSE OF THE FORM.)	 	DEFENDANTS		
. (a) PLAINTIFFS			NCO FINANCIAL	SYSTEMS, INC.	
JASMIN VELAZQUEZ					
(b) County of Residence of			County of Residence of F		A COLTON OF THE
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Craig Thor Kimmel, Esc Kimmel & Silverman, P	quire .C.		Attorneys (If Known)		
30 E. Butler Pike	,				
Ambler, PA 19002			B		
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O 1 U.S. Government Plaintiff	河 3 Federal Question (U.S. Government Not a Party)	Citi	zen of This State 🗊 1		ncipal Place 17 4 17 4 State
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VI. CAUSE OF ACT					
VI. CAUSE OF ACI	Brief description of cause: Fair Debt Collection Practice	s Act			
			DEMAND S	CHECK YES on	ly if demanded in complaint:
VII. REQUESTED I COMPLAINT:	N CHECK IF THIS IS A CLASS ACT UNDER F.R.C.P. 23			JURY DEMAN	D: Ø Yes 🗆 No
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FOR THE EASTERN DISTRICT OF PENNSYLVANIA - DESIGNATION FORM to be used	
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Abbitant	2 PA 19044
Address of Defendant: 507 Prudentral Road Horshar	, , , , , , , , , , , , , , , , , , ,
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Does this case involve multidistrict litigation possibilities?	YesD No C
RELATED CASE, IF ANY:	ate Terminated:
Case Number:Judge	
Civil cases are deemed related when yes is answered to any of the following questions:	the second action in this court?
1. Is this case related to property included in an earlier numbered suit pending or within one year pr	Yes No
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior suit p	
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior set p action in this court?	
	Yes No.
3. Does this case involve the validity or infringement of a patent already in suit or any earlier numb	yes No
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4. Antitrust	4. Marine Personal Injury
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FOR THE EASTERN DISTRICT OF PENNSYLVANIA

CASE MANAGEMENT TRACK DESIGNATION FORM

Tasmin Velazquez CIVILACTION	
Jasmin Velazquez V. NCO Financial Systems, Inc. NO.	
	1.6
In accordance with the Civil Justice Expense and Delay Reduction Plan of this court, counse plaintiff shall complete a Case Management Track Designation Form in all civil cases at the tir filing the complaint and serve a copy on all defendants. (See § 1:03 of the plan set forth on the re side of this form.) In the event that a defendant does not agree with the plaintiff regarding designation, that defendant shall, with its first appearance, submit to the clerk of court and ser the plaintiff and all other parties, a Case Management Track Designation Form specifying the to which that defendant believes the case should be assigned.	verse said ve on
SELECT ONE OF THE FOLLOWING CASE MANAGEMENT TRACKS:	
(a) Habeas Corpus - Cases brought under 28 U.S.C. § 2241 through § 2255.	()
(b) Social Security - Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits.	()
(c) Arbitration - Cases required to be designated for arbitration under Local Civil Rule 53.2.	()
(d) Asbestos – Cases involving claims for personal injury or property damage from exposure to asbestos.	()
(e) Special Management – Cases that do not fall into tracks (a) through (d) that are commonly referred to as complex and that need special or intense management by	
the court. (See reverse side of this form for a detailed explanation of special management cases.)	()
(f) Standard Management - Cases that do not fall into any one of the other tracks.	(X)
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Telephone

FAX Number

E-Mail Address

CIVIL ACTION

(Civ. 660) 10/02